However, state owned BSNL/MTNL are organizing Open House Sessions/ Telephone Adalats to redress complaints of their subscribers at district level on regular basis.

Incorrect Billing of WLL Telephones in Bllaspur

†337. SHRIMATI KAMLA MANHAR : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the common public is facing heavy difficulties due to the long waiting list for new WLL connections in rural areas of the country and also due to incorrect billing of WLL telephone service connections;

(b) whether it is also a fact that the number of such complaints is higher in Bilaspur areas of Chhattisgarh; and

(c) if so, the action taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) A combined waiting list is maintained by BSNL for land line and WLL telephone connections in rural areas. For these wait-listed applicants, the new telephone connections, which are not possible to be provided by underground cable in remote and scattered areas, have been planned on WLL. No difficulties have been reported due to incorrect billing of WLL telephone connections in the country.

(b) of the 7 complains received in Bilaspur area, 5 have been settled. Efforts are made to settle the rest also.

(c) Bills are being issued as per normal schedule. Efforts are made to settle the complaints, if any, promptly.

Increase in Rural Teledenslty

338. SHRIMATI N.P. DURGA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the teledensity of Urban India as on 1st December, 2004;

† Original notice of the question was received in Hindi.